

To:
All Providers
HMOs and Other
Managed Care
Programs

Review of recipients eligible to be enrolled in a Wisconsin Medicaid and BadgerCare HMO

Recently, providers have had questions about who is *eligible* to enroll and who is *required* to enroll in a Wisconsin Medicaid and BadgerCare HMO. This *Wisconsin Medicaid and BadgerCare Update* reviews:

- Eligibility for enrollment in Wisconsin Medicaid and BadgerCare HMOs.
- Mandatory and voluntary enrollment.
- Open enrollment period.
- Special managed care programs/Family Care care management organizations.

Wisconsin Medicaid and BadgerCare HMOs

Eligibility for enrollment

Only recipients of the following Medicaid sub-programs are eligible for enrollment in a Wisconsin Medicaid and BadgerCare HMO:

- Aid to Families with Dependent Children (AFDC)/AFDC-Related — Comprised of low-income pregnant women, children, and families with children less than 19 years of age.
- BadgerCare — Comprised of low-income uninsured families.
- Healthy Start — Comprised of low-income pregnant women and children.

An individual eligible for the Family Planning Waiver Benefit (beginning January 1, 2003), SeniorCare, or Wisconsin Well Woman Medicaid cannot be enrolled in a Medicaid HMO.

Mandatory and voluntary enrollment

Medicaid HMO enrollment is either mandatory or voluntary based on ZIP code-defined enrollment areas. Refer to the following descriptions:

- **Mandatory enrollment** — Enrollment is mandatory for eligible recipients who reside in ZIP code areas served by two or more Medicaid HMOs. Automatic assignment to a Medicaid HMO occurs if the recipient does not choose a Medicaid HMO. Some recipients may meet criteria for short-term exemptions from Medicaid HMO enrollment.
- **Voluntary enrollment** — Enrollment is voluntary for recipients who reside in ZIP code areas served by only one Medicaid HMO. Recipients in these areas can choose whether or not to enroll in a Medicaid HMO. There is no automatic assignment for recipients who live within ZIP codes where enrollment is voluntary.

A chart showing enrollment status by county is located on the Wisconsin Medicaid Web site.

To access the chart, do the following:

- Choose “Managed Care” from the main menu of the Medicaid Web site home page at www.dhfs.state.wi.us/medicaid/.
- Select the “Resources” section from the Managed Care menu.
- Click on the “Service Area Grid” link under Enrollment Information.

Open enrollment period

A recipient who enrolls in a Medicaid HMO may switch to another Medicaid HMO at any time during the first 90 days of enrollment. This is called an open enrollment period. Once the open enrollment period is over, an enrollee is required to remain with the same Medicaid HMO for the next nine months. Once this nine-month period is over, the enrollee may choose a different Medicaid HMO or remain with their current Medicaid HMO.

Informing recipients of enrollment

Recipients who become eligible for Medicaid HMO enrollment receive a series of mailings over several weeks including:

- A packet of information outlining Medicaid HMO enrollment including a choice form.
- A postcard reminding the recipient to enroll in a Medicaid HMO (if a choice has not been made).
- A notice of autoassignment to a Medicaid HMO in mandatory enrollment areas (if a choice has not been made).
- A confirmation of enrollment notice.

All eligible family members must enroll in the same Medicaid HMO.

For more information

Providers and recipients with questions regarding Medicaid HMO enrollment or exemptions from Medicaid HMO enrollment may call the Enrollment Specialist at (800) 291-2002. The Enrollment Specialist is available from 7:00 a.m. to 6:00 p.m., Monday through Friday. Refer to Attachment 1 of this *Wisconsin Medicaid and BadgerCare Update* for a list of Medicaid HMOs and contact information.

Special managed care programs and Family Care care management organizations

Recipients in programs other than those mentioned previously may be eligible to enroll in voluntary regional managed care programs such as Family Care and the Program of All-Inclusive Care for the Elderly (PACE)/Partnership programs. Also, recipients who live in Milwaukee County and are receiving Supplemental Security Income (SSI) may be eligible to enroll in Independent Care. Refer to Attachment 2 for a list of special managed care programs and Family Care care management organizations and contact information.

Providers and recipients with questions regarding Medicaid HMO enrollment or exemptions from Medicaid HMO enrollment may call the Enrollment Specialist at (800) 291-2002.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at www.dhfs.state.wi.us/medicaid/.

ATTACHMENT 1

Wisconsin Medicaid and BadgerCare HMO programs

Wisconsin Medicaid and BadgerCare HMO	Customer or member services telephone number	General information telephone number
Atrium Health Plan	(888) 203-7771	(888) 203-7771
Dean Health Plan	(800) 279-1301 or (608) 828-1301	(608) 836-1400
Group Health Cooperative of Eau Claire	(888) 203-7770	(888) 203-7770
Group Health Cooperative of South Central Wisconsin	(608) 828-4853	(608) 251-4156
Health Tradition Health Plan	(800) 545-8499 or (608) 783-9507	(608) 781-9692
Managed Health Services	(888) 713-6180 or (414) 345-4646	(414) 345-4600
MercyCare Insurance Company	(800) 895-2421	(800) 752-3431
Network Health Plan	(888) 713-6180 or (414) 345-4646	(414) 345-4600
Security Health Plan	(800) 791-3044 or (715) 221-9797	(800) 791-3044
Touchpoint Health Plan	(800) 757-1950 or (920) 831-1950	(920) 735-6300
UnitedHealthcare of Wisconsin	(800) 504-9660	(414) 443-4000
Unity Health Insurance	(800) 362-3310	(608) 643-2491
Valley Health Plan	(715) 836-1254	(715) 836-1200

ATTACHMENT 2

Wisconsin Medicaid special managed care programs and Family Care care management organizations

Special managed care program	Telephone number
Children Come First — Dane County	(608) 250-6634, extension 106
Community Care Organization — Program of All-Inclusive Care for the Elderly and Partnership, Milwaukee County	(414) 385-6610
Community Health Partnership — Partnership, Chippewa, Dunn, and Eau Claire Counties	(715) 838-2900
Community Living Alliance — Partnership, Dane County	(608) 242-8335
Elder Care — Partnership, Dane County	(608) 240-0020
Independent Care — Milwaukee County	(414) 223-4847 or 1-800-777-4376
Wraparound Milwaukee — Milwaukee County	(414) 257-7611

Family Care care management organization (CMO)	Telephone number
Creative Care Options of Fond du Lac County	(877) 227-3335 (toll free) or (920) 906-5100
La Crosse County Human Services Department	(608) 785-6050
Milwaukee County CMO	(866) 229-9695 (toll free) or (414) 289-5950
Community Care of Portage County	(877) 622-6700 (toll free) or (715) 345-5968
Richland County CMO	(800) 544-2106 (toll free) or (608) 647-8821